Customer Service Report for DCOB

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
Application Support											
COTS-Other/Request	1	0	0	0	0	1	0	0	0	0	0
ASR											
Colocation-OFF	0	0	0	1	0	1	0	0	0	0	0
Colocation-ON	0	0	0	5	0	3	0	0	2	0	0
Other	0	0	0	5	0	4	0	0	1	0	0
Connectivity											
TCP/IP	0	2	0	0	0	0	0	0	0	2	0
Hardware											
Acc/Periph/Move	1	0	0	0	0	1	0	0	0	0	0
NIH Data Center											
Aperture Vista	0	18	0	0	0	6	0	0	12	0	0
NIHnet											
Maintenance-Bldg 12 Data Center	0	0	0	1	0	1	0	0	0	0	0
Service Prov-Bldg 12 Data Center	0	0	0	1	0	1	0	0	0	0	0
Security											
General Info	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**3**	**20**	**0**	**13**	**0**	**19**	**0**	**0**	**15**	**2**	**0**

Total Tickets Closed:	**17**
Total Tickets Assigned/Pending/Checked Out:	**19**
Total Tickets Created:	**36**